DOCUMENT RESUME

ED 334 771 EC 300 517

AUTHOR	Roessler, Richard T.; Johnson, Virginia A.
TITLE	Vocational Coping Training. Participant's Workbook, Short Form.
INSTITUTION	Arkansas Univ., Fayetteville. Research and Training Center in Vocational Rehabilitation.
SPONS AGENCY	National Inst. on Disability and Rehabilitation Research (ED/OSERS), Washington, DC.
PUB DATE	90
CONTRACT	G0083C0010
NOTE	23p.; For related documents, see EC 300 514-516.
AVAILABLE FROM	University of Arkansas, Arkansas Research & Training Center, P.O. Box 1358, Hot Springs, AR 71902 ($8.00).
PUB TYPE	Guides - Classroom Use - Instructional Materials (For Learner) (051)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	*Coping; *Disabilities; Feedback; High Schools; *Interpersonal Competence; Job Skills; Lesson Plans; Student Educational Objectives; Videotape Recordings; *Vocational Adjustment; Vocational Education; *Vocational Rehabilitation; Young Adults

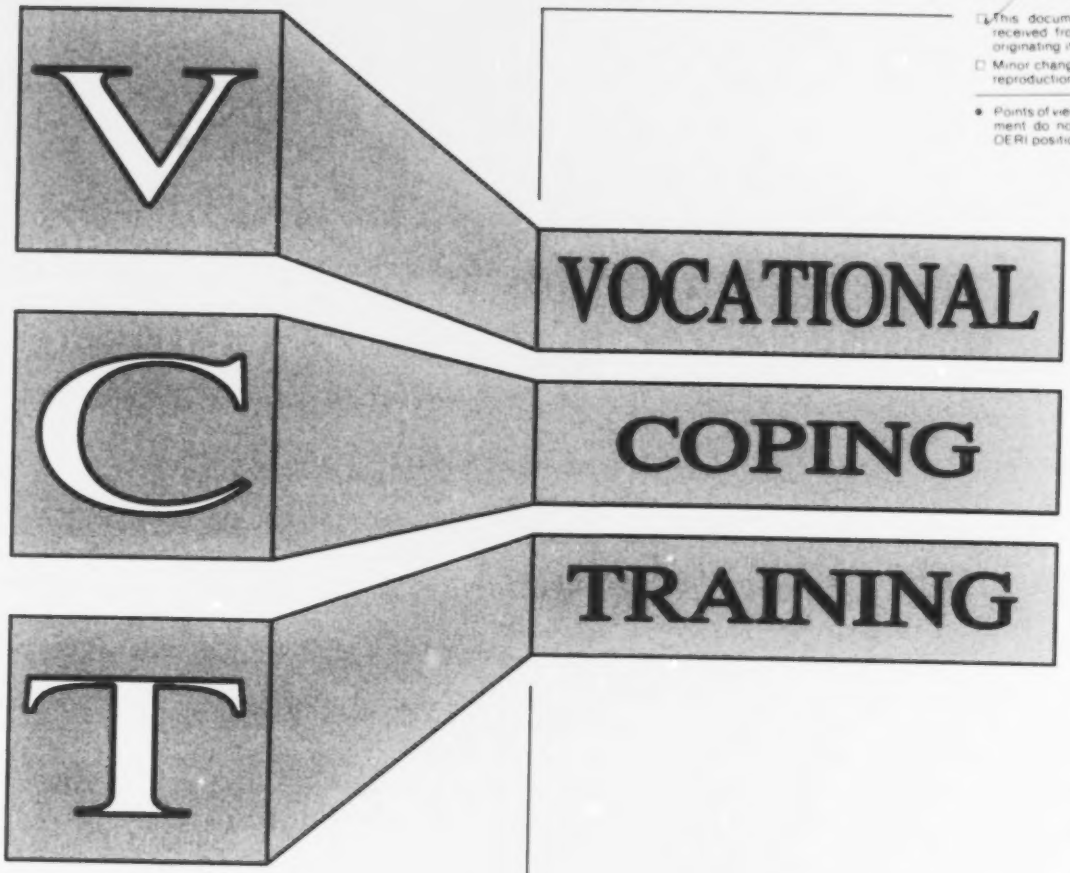
ABSTRACT

This participant's workbook is part of a training program to teach individuals with physical, intellectual, or emotional disabilities the skills required to cope with common on-the-job situations encountered with one's supervisor and co-workers. The workbook is intended to accompany the short (15-20 hour) version of the program which incorporates videotaping, self-observation through video feedback, group processing, and cognitive and behavioral interventions. The workbook lists program objectives and includes many simple schematic images to stress intended concepts as well as self evaluation and planning guides including: common work situations; a typical work day behavior rating form; and a typical work day style rating form; The entire program consists of print, video, audio, and slide materials. (DB)

****
* Reproductions supplied by EDRS are the best that can be made *
* from the original document. *
****

U.S. DEPARTMENT OF EDUCATION
Office of Educational Research and Improvement
EDUCATIONAL RESOURCES INFORMATION CENTER (ERIC)
☐ This document has been reproduced as received from the person or organization originating it.
☐ Minor changes have been made to improve reproduction quality.
• Points of view or opinions stated in this document do not necessarily represent official OERI position or policy.

ED334771



Participant's Workbook

SHORT FORM

Richard T. Roessler
Virginia A. Johnson

Arkansas Research & Training Center
In Vocational Rehabilitation

University of Arkansas, Fayetteville

Arkansas Rehabilitation Services

EC 300517

BEST COPY AVAILABLE

Published By

**Arkansas Research & Training Center
In Vocational Rehabilitation**

Design & Production

Media & Publications Section

VOCATIONAL COPING TRAINING

Participant's Workbook
SHORT FORM

Richard T. Roessler
Virginia A. Johnson

Arkansas Research & Training Center
in Vocational Rehabilitation

University of Arkansas, Fayetteville

Arkansas Rehabilitation Services

1990

This publication was developed under a Research and Training Center Grant #G0083C0010 from the National Institute on Disability and Rehabilitation Research, Department of Education, Washington, D.C. 20202. The contents do not necessarily represent the policy of that agency, and you should not assume endorsement by the Federal Government.

All programs administered by and services provided by the Arkansas Research and Training Center in Vocational Rehabilitation are rendered on a nondiscriminatory basis without regard to handicap, race, creed, color, sex, or national origin. All applicants for program participation and/or services have a right to file complaints and to appeal according to regulations governing these principles.

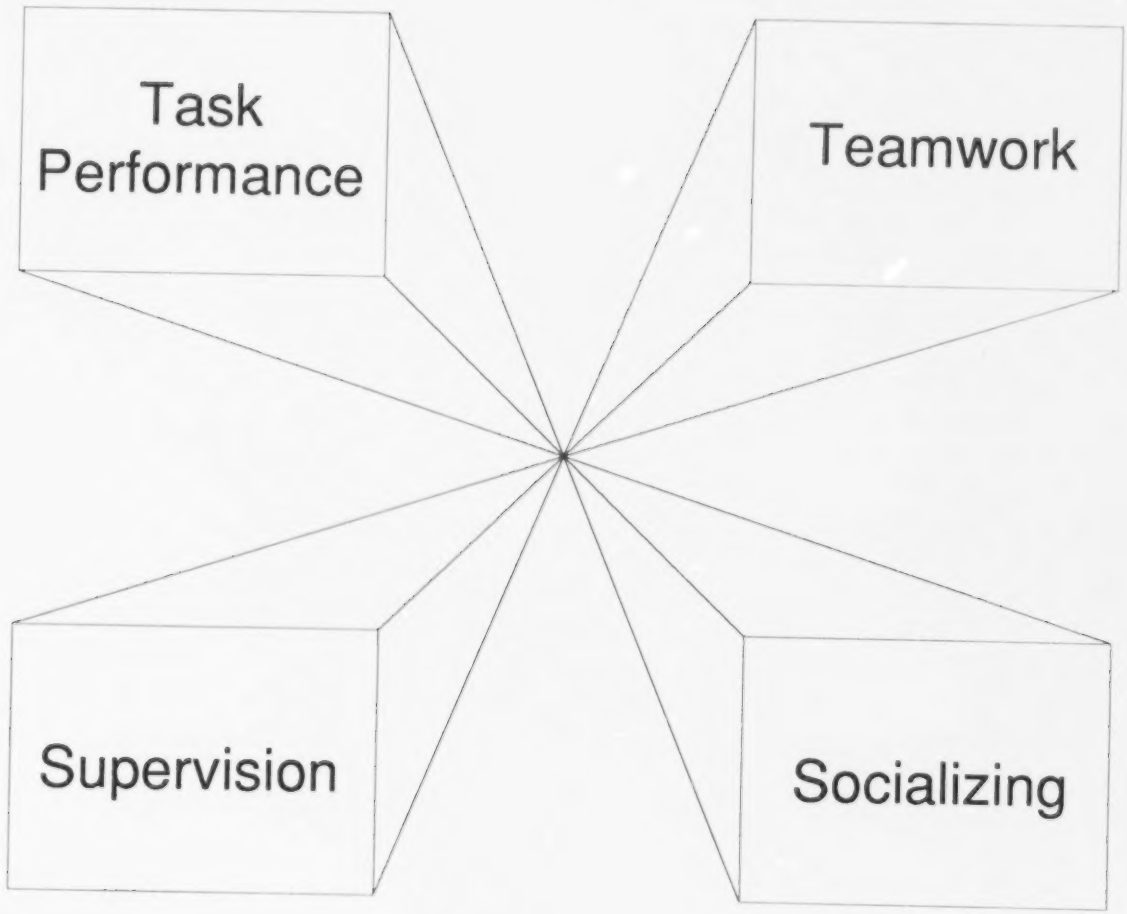
VCT
Program Goal

To learn how to cope with common work situations

VCT
Program Objectives

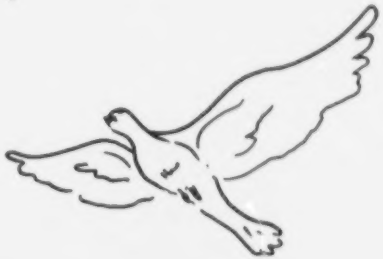
1. *Convey a positive image as a worker*
2. *Understand what is expected in common job situations*
3. *Use effective vocational coping behaviors*
4. *Solve new job problems when they occur*
5. *Develop good relationships with co-workers and supervisors*

Common Work Situations



SOAR

Situation

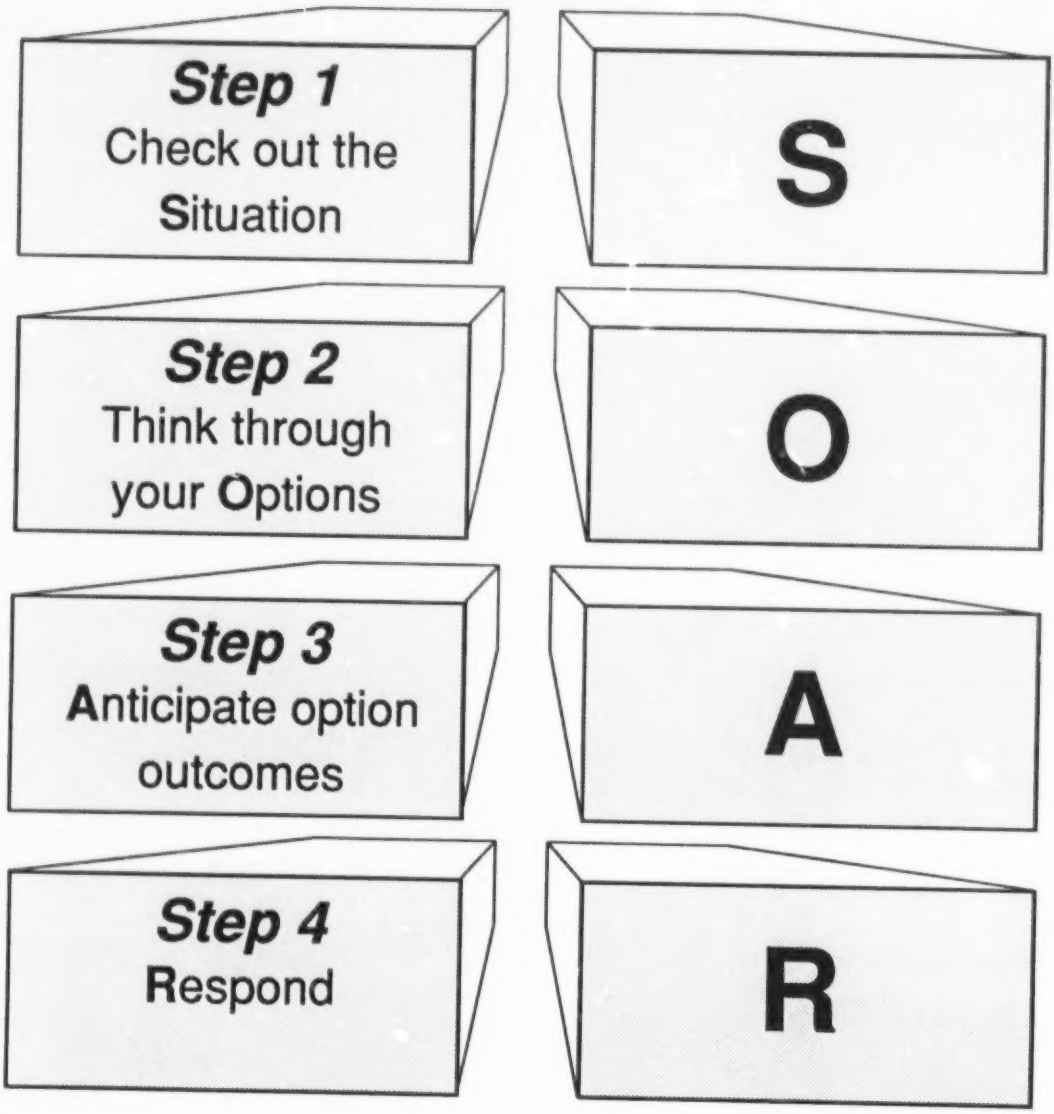


Options

Anticipated outcomes

Responses

Soar Steps

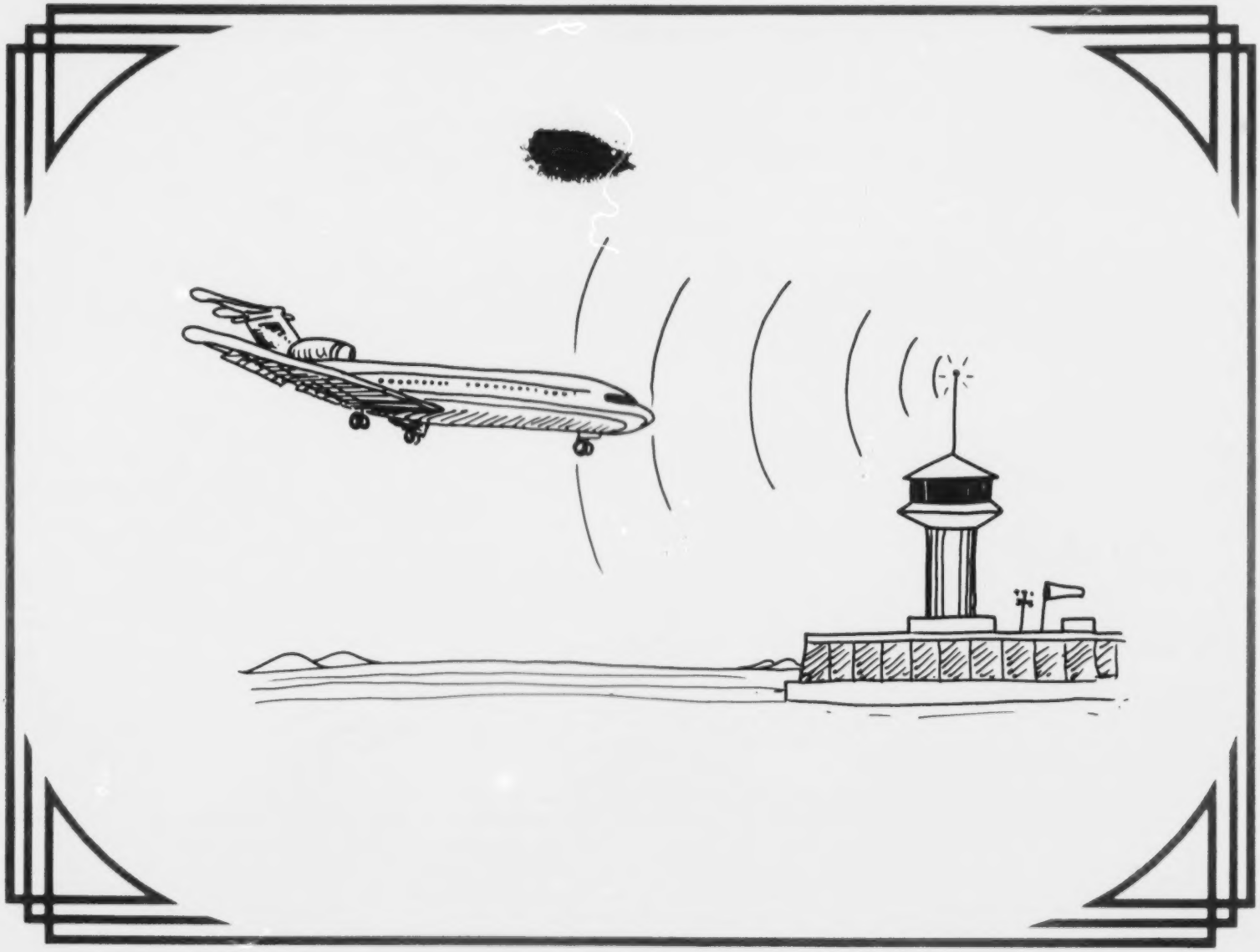

Step 1
Check out the
Situation
S
Step 2
Think through
your Options
O
Step 3
Anticipate option
outcomes
A
Step 4
Respond
R

SOAR

STEP ONE: Situation

What's Happening?

What's Expected?



Cue Card

Reading Situations: Sources of Information

Where?

Place

People

Self

Thought Listing

Cue Card
Self Messages

What you say to yourself affects your work performance.

Your self-messages influence . . .

1. How you feel
2. What you think
3. How you act

Increase performance enhancers, PEs

Decrease performance inhibitors, PIs

You can do it (an example of a performance enhancer!)

Vocational Situations

A) You are at work and your supervisor is standing behind you watching you work. You become nervous and make mistakes. Your supervisor says: What's wrong, I just wanted to see how you were getting along.

Response 1 _____

_____

_____

Response 2 _____

_____

_____

B) You are ready to start working on a new packing job. Your supervisor tells you to pack several different kinds of plastic bags in the same box. You aren't sure what she means--how many bags, what kinds, etc.

Response 1 _____

_____

_____

Response 2 _____

_____

_____

C) You are on a work break in a new job. You want to meet some of the people and talk to them, but most are ignoring you (talking as if you weren't even there). One person looks over at you and says: Are you new here?

Response 1 _____

_____

_____

Response 2 _____

_____

_____

Vocational Video Vignettes

Preparation

Supervisor greets
Supervisor gives detailed instructions

Initiation

S. apologizes for giving incorrect material
S. gives vague instructions

Persistence

S. stands over worker
Co-worker introduces distractions

Feedback

S. corrects/criticizes
S. requests constructive criticism of new employee
S. compliments
S. requests compliment of new employee
S. introduces time pressure

Changing

S. introduces new procedure

Cooperation

S. makes teamwork assignment
S. ends teamwork assignment

Socializing

S. socializes in appropriate setting
Co-worker socializes in appropriate setting

Typical Work Day Behavior Rating Form

Directions: This sheet enables you to rate the worker in the typical work day videotape. Does she perform the behaviors in responding to her supervisor that are on this list? Place a check mark next to each behavior you observe. **DO NOT CHECK ANY BEHAVIORS YOU DO NOT OBSERVE.**

1. ***Supervisor greets. Does worker...***
   Return greeting (Hi, hello, good morning) ___
   Answer supervisor's question(Fine, I had a nice time) ___
   Asks supervisor a question (How was your evening?) ___

2. ***Supervisor gives detailed instructions. Does worker...***
   Repeat the instructions ___
   Accept the job (OK, I understand) ___
   Ask for more information ___
   Say she will begin work immediately ___

3. ***Supervisor apologizes for error. Does worker...***
   Accept the apology appropriately (OK, no problem) ___
   Repeat new instructions ___

4. ***Supervisor gives vague instructions. Does worker...***
   Accept the job (OK, all right) ___
   Ask for clearer instructions (Could you tell me again) ___
   Tell exactly what she doesn't understand (Now, exactly what I don't understand is...) ___

5. ***Supervisor stands over worker. Does worker...***
   Ask if there is a problem (Is there something wrong? May I help you?) ___
   Look up ___
   Smile ___

6. ***Co-worker introduces distraction. Does worker...***
   Keep working ___
   Look up quickly ___
   Give helpful information ___

7. ***Supervisor corrects/criticizes. Does worker...***
   Acknowledge correction (OK, I see, all right) ___
   Restate needed change (I'll try to keep my desk cleaner) ___

8. ***Supervisor requests constructive criticism. Does worker...***
   State action that co-worker needs to take ___
   Offer to demonstrate to co-worker ___

9. ***Supervisor compliments. Does worker...***
   Acknowledge compliment (Thank you, I appreciate that) ___
   State intent to continue complimented action ___

10. ***Supervisor requests compliment of another worker. Does worker...***
    Compliment co-worker (may be general, e.g., "You are a good worker") ___
    Refer to specific co-worker action in compliment ___

11. ***Supervisor introduces time pressure. Does worker...***
    Acknowledge time pressure (OK, I see, all right) ___
    State intent to meet time demand (I'll get right on it) ___

12. ***Supervisor introduces new procedure. Does worker...***
    Accept new procedure (OK, all right, I'll do it) ___
    Repeat new steps ___

13. ***Supervisor makes teamwork assignment. Does worker...***
    Accept assignment (OK, we will work together) ___
    Talk over parts of the job ___
    Tell each person's part of the job ___
    Offer to help co-worker ___

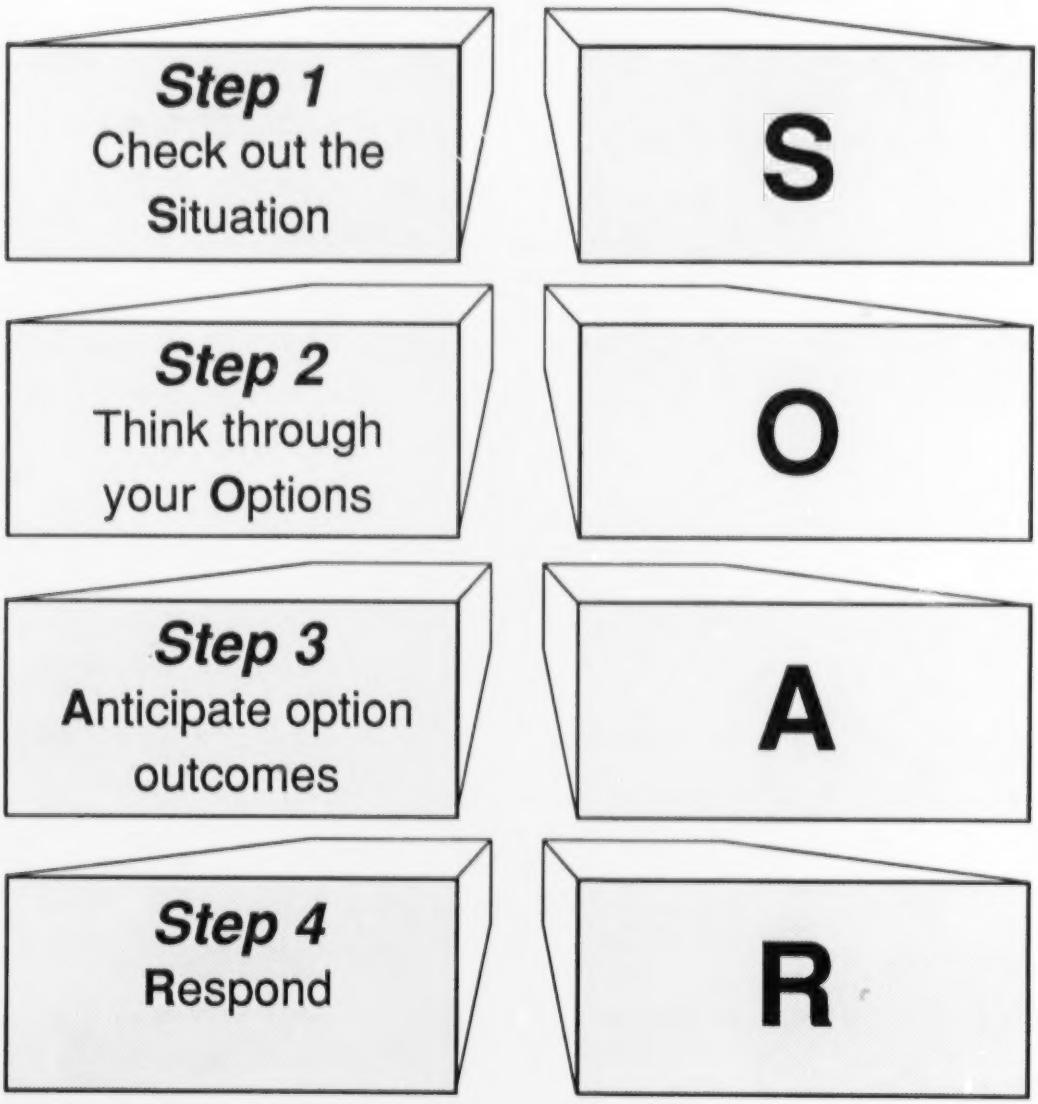
14. ***Supervisor ends task. Does worker...***
    Accept the instructions (Time to quit, let's wrap up) ___
    Compliment co-worker (I enjoyed working with you) ___

15. ***Supervisor socializes with worker. Does worker...***
    Greet (Hi, hello) ___
    Ask opening question ___
    Show interest (Oh really, is that right, I see) ___
    Ask follow-up question ___
    State opinion, belief, or feeling (I like to do that too) ___
    Compliment (I'll bet you are good at that) ___
    Close conversation ___

Typical Work Day Style Rating Form

	OK	Needs Improvement
FACE		
Eye contact (looks at other person when spoken to)		
Friendly (smiles, nods head)		
Pleasant (relaxed, looks interested)		
BODY		
Posture (stands up straight)		
Distance (does not stand too close or too far away)		
Relaxed (does not look nervous)		
VOICE		
Volume (not too loud or soft)		
Words are clear (easy to understand)		
Rate (not too fast or slow)		
APPEARANCE		
Grooming (neat, clean)		
Hair (clean, combed)		
Clothing (clean, ironed)		
Make-up (not too much)		

Soar Steps


Step 1
Check out the Situation
S
Step 2
Think through your Options
O
Step 3
Anticipate option outcomes
A
Step 4
Respond
R

ADDITIONAL COPIES

Vocational Coping Training

#53-1532	Leader's Manual Long Form	10.00
#53-1533	Leader's Manual Short Form	8.00
#53-1534	Participant's Workbook Long Form	7.00
#53-1535	Participant's Workbook Short Form	4.00
#53-1544	Classroom Activity Cards	15.00
#53-1545	Slide Show	25.00
#53-1546	Videotape	30.00

Media and Publications Section
Hot Springs Rehabilitation Center
Post Office Box 1358
Hot Springs, AR 71902